Subject: RE: Public Information Act Request (TX-SOS-25-2603) - SOS PIR 25-1112
Date: Thursday, July 16, 2026 at 10:00:23 AM Eastern Daylight Time
From: GeneralCounsel
To: AO Records
CC: GeneralCounsel
Category: PRODUCTION
Attachments: 7.16.26 Documents.zip

EXTERNAL SENDER

Good morning,

As a follow up to our May 20 email, please see the attached zipped folder containing additional documents in response to your request for information under Chapter 552 of the Texas Government Code.

The responsive documents contain email addresses of the general public. An email address of a member of the public is confidential under section 552.137 of the Texas Government Code. The attorney general authorized all governmental bodies to withhold an email address of a member of the public without first requesting an attorney general opinion in Open Records Decision No. 684 (2009). Thus, this information has been redacted.

The responsive information also includes certain computer information, such as file names, network file locations, and other computer programming information, that is not subject to the Public Information Act because it "has no other significance than its use as a tool for the maintenance, manipulation, or protection of public property." Open Records Decision No. 581 at 7 (1990); *accord* OR2025-039752 at 2 (file names, network file locations, and other information); OR2025-036848 at 1-2 (same). Accordingly, this information has been redacted from today's production.

In addition, certain information has been redacted in accordance with OR2026-015176.

We require more time to continue reviewing our records and produce additional responsive information. We will provide you additional responsive documents on a rolling basis—to the extent such information is not excepted from disclosure under state or federal law—with our next production by 5:00 p.m. on September 24, 2026. *See* Tex. Gov't Code § 552.221(d).

Kind regards,

Jennifer Williams
Legal Assistant to the General Counsel
Office of the Texas Secretary of State

From: GeneralCounsel <GeneralCounsel@sos.texas.gov>
Sent: Wednesday, May 20, 2026 10:14 AM

AMERICAN OVERSIGHT

From: Troy C. Havard <TCHavard@tarrantcountytx.gov>
Sent: Monday, October 6, 2025 7:22 AM
To: Cristina Chapa
Cc: Lillian Eder; Kristi Hart
Subject: (Not) Good morning - can't sign in again - **URGENT**

Importance: High

This Message Is From an External Sender

CAUTION: This email originated from OUTSIDE of the SOS organization. Do not click on links or open attachments unless you are expecting the email and know that the content is safe. If you believe this to be a malicious or phishing email, please send this email as an attachment to Informationsecurity@sos.texas.gov.

Report Suspicious

Good morning, ladies.

I can't sign into TEAM again. I'm now firmly convinced that someone down there has it in for me! I'm getting the same "Unable to sign in" error as before.

Have a blessed day!

Troy Havard
Assistant Elections Administrator, CERA
Tarrant County
CWO4 (ret) USMC
Office: 817-831-6463
Business Cell: 682-305-4568

"Direction, not intention, determines destination" – Andy Stanley

I would rather live my life as if there is a God and die to find out there isn't,
Than to live my life as if there isn't a God and die to find out there IS

AMERICAN OVERSIGHT

From: Donald Robinette
To: Elections Internet
Subject: Cannot log in to TEAM
Date: Monday, July 7, 2025 8:56:10 AM

This Message Is From an External Sender

CAUTION: This email originated from OUTSIDE of the SOS organization. Do not click on links or open attachments unless you are expecting the email and know that the content is safe. If you believe this to be a malicious or phishing email, please send this email as an attachment to Informationsecurity@sos.texas.gov.

Report Suspicious

Good Morning,
We cannot log in to TEAM this morning.
Getting an error message.

Donald Robinette, Elections Administrator
P.O. Box 8409
Marshall, TX 75671
903-935-4822
Ext: 1211

AMERICAN OVERSIGHT

From: Beauregard Hanley
Sent: Tuesday, October 28, 2025 3:17 PM
To: Christina Adkins; Kristi Hart
Cc: Gabe Valenzuela; Amy Phillips
Subject: FW: Constituent Referrals
Attachments: McKenzieDeborah20251028.pdf

Good afternoon,

Please see the constituent referral below, received by our office from the OOG this afternoon, regarding the upcoming November election from a Texas resident.

Please let me know when somebody from the Election Department will assist the Texan with their concern. I would greatly appreciate it if the designated staff responsible for responding could copy me on any follow-up correspondence for our records with the OOG. Thank you!

Warm regards,

Beau Hanley
Executive Liaison
Office of the Texas Secretary of State
bhanley@sos.texas.gov
(512) 662-5486 C
(512) 475-2983 O

From: Office of Texas Governor Greg Abbott <constituentcommunication@txgov.zendesk.com>
Sent: Tuesday, October 28, 2025 1:37 PM
To: Secretary <Secretary@sos.texas.gov>
Subject: Constituent Referrals

This Message Is From an Untrusted Sender
You have not previously corresponded with this sender.
Report Suspicious

Enclosed is a copy of correspondence that was sent to the Office of the Governor. I am forwarding it for your review and response to both the constituent and our office. Thank you for your assistance.

--

Best,
Casey Clemens

AMERICAN OVERSIGHT

Correspondence Analyst
Constituent Communication Division
Office of Governor Greg Abbott

AMERICAN OVERSIGHT

Clerks
Voter reg. Petition

DEBORAH MCKENZIE

3908 KINGSTON COURT, FORT WORTH TX 76109
TEL. (940) 206-6943
E-MAIL: [redacted]

The Honorable Ted Cruz
United States Senator for the State of Texas
167 Russell Senate Office Building
United States Senate
Washington, D.C. 20510
By regular mail and by certified mail, return receipt requested

RECEIVED
OCT 27 2025
OOG/CCOM

The Honorable John Cornyn
United States Senator for the State of Texas
517 Hart Senate Office Building
United States Senate
Washington, D.C. 20510
By regular mail and by certified mail, return receipt requested

The Honorable Greg Abbott
Governor of the State of Texas
Office of the Governor
P.O. Box 12428
Austin TX 78711
By regular mail and by certified mail, return receipt requested

The Honorable Craig Goldman
U.S. House of Representatives
1716 Longworth House Office Building
Washington, D.C. 20515
By regular mail and by certified mail, return receipt requested

The Honorable John McQueeney
Texas Senate
4521 South Hulen, Suite 122
Fort Worth TX 76109
By regular mail and by certified mail, return receipt requested

The Honorable Phil King
Texas House of Representatives
Nan & Bob Kingsley Building
1710 Martin Drive
Weatherford TX 76086
By regular mail and by certified mail, return receipt requested

AMERICAN OVERSIGHT

The Honorable Ken Paxton
Attorney General of the State of Texas
P.O. Box 12548
Austin, TX 78711-2548
By regular mail and by certified mail, return receipt requested

October 21, 2025

Dear Sirs:

Problems exist that, unless immediately corrected, are serious enough to call into question the legitimacy of the upcoming November 2025 elections and ballot initiatives in Texas.

Early voting began yesterday, October 20; Election Day is fast approaching; and thousands of eligible, newly registered voters in Tarrant County may find themselves discouraged from voting or forced to cast provisional ballots or limited ballots. Provisional ballots are often rejected in Texas, and limited ballots can be cast only at county elections offices that often are inconveniently located and with inconvenient hours.

These voters are experiencing these problems because their ' names do not show up on the voter rolls of Tarrant County, despite Tarrant County having approved their applications.

The major problem is in the Secretary of State's office in Austin. A secondary problem appears also to exist for already-registered voters who have moved from Denton County to Tarrant County and have submitted an application to change their residential address from Denton County to Tarrant County so that they can vote in Tarrant County

I am personally familiar with both of these issues.

As a deputy voter registrar in Tarrant County (Badge Number 2025-295), I personally delivered to the Tarrant County Elections office, on September 8, 2025, several new-voter or change-of-address-voter applications. One of them was completed and signed by a young man (who happens to be my grandson) who has moved from Denton County to Tarrant County to attend TCU and who wants to vote in Tarrant County in November.

My grandson has given me permission to share with you his name, birthdate, and address: he is Jackson Dennie; his birthdate is [redacted]; and his address is Clark Hall, on the TCU campus, located at 3600 Pond Drive, Fort Worth TX 76109.

As of today, October 21, 2025—the second day of early voting in Texas—Jackson's name still does not appear on the Tarrant County voter rolls, and he has never received his new

AMERICAN OVERSIGHT

voter-registration certifiate. According to the Tarrant County Elections office, his application is listed as "PSV," that is, "pending state verification."

He has, however, received by mail a letter from the Denton County Voter Registrar, dated October 10, informing Jackson that his voter registration has been canceled in Denton County.

In that same letter, the Denton County Voter Registrar told Jackson that he had to "re-register" to vote in his new county of residence. (See Exhibit A, letter from Denton County Voter Registrar, dated October 10, 2025.)

This may be only clumsy wording by the voter registrar, but it is dangerously clumsy, if not downright misleading. There is no legal requirement that any applicant "re-register" to vote after having already submitted a valid change-of-address application. That application accomplishes two things at once: it changes a voter's address in the voter rolls, AND it registers the voter to vote in his new county of residence.

I have made multiple telephone calls to the Tarrant County Elections Administration office, where I have spoken each time to Linda Herod-Rivas, an extraordinarily courteous and helpful person. She assures me that Jackson's application is without defect, that Tarrant County timely submitted it to the Secretary of State, and that the Secretary's office has a backlog of applications that have not yet been processed because of complications caused to the state's "TEAM" voter-registration system by a program update.

I also have made repeated calls to the Secretary of State's Elections Division in order to resolve this problem.

So far, the problem has not been solved, and I believe that this same problem is likely being experienced by thousands of other voter-registration applicants. I fear that the number of eligible new or change-of-address voters whose applications have not been processed is large enough to call into serious question the legitimacy of the November 4 elections and ballot-initiative votes.

Here is a timeline of what has happened – and not happened – with regard to Jackson's application, a description of my communications with Linda Herod-Rivas of the Tarrant County Elections office, with the Secretary of State's elections-division staff, and with staff at the office of the Denton County Voter Registrar.

September 25, 2025 (18 days after I delivered Jackson's application to Tarrant County):

An article appears in The Texas Tribune, reporting on problems with an enormous backlog of unprocessed voter-registration applications in the Secretary of State's office. (See Exhibit B, copy of article published by the Texas Tribune, September 25, 2025).

AMERICAN OVERSIGHT

On that date, according to this article, there were 13,000 unprocessed applications from Tarrant County backlogged at the Secretary of State's office, 12,000 unprocessed applications from Travis County, and over 40,000 (yes, forty thousand) unprocessed applications from Bexar Couty.

The Tribune article also states:

> The Texas Secretary of State's Office said it anticipated some technical issues with this 'once-in-a-decade upgrade.' Adkins [that is, Christina Adkins, the state's elections-division director] told election officials this month that many of the problems stem from county officials not knowing how to use the updated system.
>
> But several county election officials said the system didn't work well during training sessions earlier this year, which limited opportunities for hands-on testing.
>
> Meanwhile, the unprocessed registration applications keep piling up....

October 9, 2025 (32 days after I delivered Jackson's application to Tarrant County):

Jackson's name does not show up on the online Tarrant County voter-lookup tool, and he has not received his new voter-registration certificate.

I call the Tarrant County Elections office and speak to Linda Herod-Rivas, a staff member there. She tells me that Jackson is, indeed, registered to vote in Tarrant County, but that because of the backlog of applications in the Secretary of State's office his application has not yet been verified by the state. Ms. Herod-Rivas also tells me that she is confident that the Secretary will process Jackson's application within a week or two.

October 15, 2025 (38 days after I delivered Jackson's application to Tarrant County):

Jackson's name still does not show up online in the Tarrant County voter lookup, and he still has not received his new voter-registration certificate

I call the Secretary of State's Elections Division.

That division's Tarrant County representative, Christine Chapa, is not available. So my call is forwarded to her assistant "Tawna" (spelled phonetically here, because I did not ask her to spell her name).

Tawna at first tells me that the Secretary has rejected Jackson's application because his address had been "typed" into the application, and that her office had sent him a notice of this defect.

AMERICAN OVERSIGHT

I told her that neither of her statements were true. I told her that I had reviewed Jackson's completed application myself, as had the staff at the Tarrant County Elections office, and that he had entered his address (and everything else) by handwriting with an ink pen. I also tell her that Jackson has never received any kind of notice from the Secretary of State's office.

I then ask Tawna to what address their office had mailed this notice. She then says that, upon closer examination, she sees that the notice had been "generated, but never mailed" to Jackson!

As of today, October 21, 2025, he still has received no notice of any kind from the Secretary of State.

Tawna then tells me that someone at the Tarrant County Elections office, rather than Jackson, must have typed in his address. She says that she cannot, herself, correct this defect; rather, that I should contact Tarrant County, because only Tarrant County can correct it.

I immediately call Tarrant County Elections and speak again to Linda Herod-Rivas, who strongly denies that anyone at Tarrant County typed anything into Jackson's application. She also reviews Jackson's application again and confirms to me that it is a completely acceptable application, with no defects. Ms. Herod-Rivas says that she will, herself, contact the Secretary's office and try to solve this problem.

On this same day, Jackson receives by mail a letter from the Denton County Voter Registrar, dated October 10, 2025, in which the voter registrar informs Jackson that his voter registration has been canceled in Denton County and that he needed to "re-register" to vote in the county in which he now lives. This language leads Jackson to believe that he must fill out a second change-of-address/voter-registration application in order to vote in Tarrant County. I inform Jackson that he does not need to "re-register," that his application had both changed his address AND registered him to vote in Tarrant County.

October 17, 2025 (40 days after I delivered Jackson's application to Tarrant County):

Jackson's name is still not showing up online in the Tarrant County voter rolls, and he still has not received a voter-registration card.

I call Linda Herod-Rivas again, at the Tarrant County Elections office. She tells me that Jackson's application is still pending in the backlog of applications that are in the Secretary of State's office. Ms. Rivas says that she expects Jackson's application to clear today.

AMERICAN OVERSIGHT

October 20, 2025 (43 days after I delivered Jackson's application to Tarrant County):

Jackson name is still not showing up online in the Tarrant County rolls and he still has not received a voter-registration certificate.

I call Linda Herod-Rivas again at the Tarrant County Elections office. She says that Jackson's application is still "PSV" ("pending state verification").

I call the Secretary of State's Elections division again. The Secretary's Tarrant County representative still is unavailable, so I speak this time with "Maria." I reiterate to Maria the same timeline that I have set forth here and express to her my concern that Jackson will not be able to cast a regular ballot in Tarrant County because of the Secretary's failure to process his application. I also express to her that, while I know that he can cast a provisional ballot, I also know that provisional ballots are often rejected. Maria says that there has been a delay in processing applications at the Secretary's office, but has no advice as to what can be done to speed up that process.

I call the Denton County Voter Registrar's office and speak with "Talie," who tells me that sometime before mailing the letter to Jackson on October 10, the Denton County registrar had received a notice from the Secretary of State that Jackson had changed his residential address.

Apparently, the Secretary had no difficulty in quickly contacting Denton County in order to get Jackson's voter registration cancelled there, but she has failed so far to verify him for registration in Tarrant County.

I express to Talie my discomfort with the Denton County Voter Registrar's instructing Jackson (or any other change-of-address applicant) that he or they need to "re-register," telling her that the language gives the voter the impression that they need to fill out a second voter-registration application in their new county when in fact they do not. I asked Talie to please raise this issue with the Denton County Voter Registrar and ask him to amend his language in letters such as these.

I also call the Texas Election Protection Hotline for Texas and report this problem to the Texas Civil Rights Project. I express my concerns to the lawyers there, saying that I fear that not only Jackson but perhaps thousands of other eligible voters will be unable to vote or be forced to cast provisional or limited ballots in this November 4 election because of the Secretary of State's negligence.

AMERICAN OVERSIGHT

TX-SOS-25-2603-D-000010

Conclusion

My grandson, Jackson Dennie, an eligible voter, is currently in voter-registration limbo: unable to vote in Denton County and able only to cast a provisional ballot (or, at best, a limited ballot) in Tarrant County if he is allowed to vote at all.

Provisional ballots, in Texas, are often rejected on the flimsiest of technicalities. No eligible voter should have to cast one.

Casting a limited ballot in Tarrant County requires the change-of-address voter to physically travel to the Tarrant County Elections Administration Office during the early-voting period, which started yesterday. The Tarrant County Elections Administration office is inconveniently located at 2700 Premier St. in Fort Worth, almost ten miles from the TCU Campus, where Jackson lives. Furthermore, its hours are from 8:00 a.m. to 5:00 p.m., exactly the times when Jackson will be in class at TCU.

This will be Jackson's first time to vote. Exercising his right to vote should not be this complicated for him or for any voter.

I fear that all of the new or change-of-address voters that I registered may be caught up in this same backlog in the Secretary of State's office. It could well be that thousands of new or change-of-address applicants will be so discouraged by the situation in the Secretary of State's office that they will simply not try to vote at all.

I also fear that other change-of-address/voter registration applicants who have applied to change their address from Denton County to Tarrant County may, assuming they receive a letter from the Denton County Voter Registrar that is worded like the one sent to Jackson, be led to believe that they cannot vote in this election. I fear that they will think that in order to vote in Tarrant County, they need to fill out a second voter-registration application. But, knowing that the deadline to register has passed, they will of course think that it is too late to do so.

This is voter suppression, whether by direct design or by inexcusable negligence on the part of the Secretary of State and, possibly, the Denton County Voter Registrar.

I beg you, please address this situation and do everything you can to force the Secretary of State to process Jackson's and all other backlogged applications in time for these new or change-of-address voters to be added to their county's voter rolls during this early-voting period and on November 4.

I also ask that the Denton County Voter Registrar be instructed to amend the language of his letter to omit the sentence that reads, "You will need to re-register in the county of your new address."

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TX-SOS-25-2603-D-000011

If this election proceeds on November 4 with eligible voters denied their right to vote by the problems that I've stated in this letter, then this election should be voided.

Respectfully,

Deborah Boone McKenzie

Deborah Boone McKenzie

Cc:

Jackson Dennie via e-mail to [redacted]

Jane Nelson, Texas Secretary of State, Elections Division, P.O. Box 12060, Austin, TX 78711-2060, via regular mail and certified mail, return receipt requested

Frank Phillips, Denton County Voter Registrar, P.O. Box 1720, Denton, TX, 76202, via regular mail and certified mail, return receipt requested

AMERICAN OVERSIGHT

21-48
Prescribed by Secretary of State
Sections 16.031(a), 16.036, Texas Election Code
©2023

Name: JACKSON A. DENNIE
VUID: [2220411500]

NOTICE OF CANCELLATION

Notice is hereby given that your voter registration has been cancelled in Denton County on

10/10/2025
(Date)

The reason for cancellation was:

Check one:

_____ Receipt of request to cancel voter registration.

_____ Receipt of abstract of total mental incapacity or partially mentally incapacitated without the right to vote.

_____ Receipt of abstract of felony conviction.

_____ Receipt of abstract of judgment in an election contest that you were a disqualified voter.

_____ After examination of your registration under Sec. 16.033, Texas Election Code.

_____ Notice was received from the Secretary of State that you are currently registered to vote in another Texas county.

_____ Failure to respond to Notice for Proof of Citizenship.

X I received a change of address which indicated a new address outside this county. You will need to re-register in the county of your new address. Your registration is cancelled in this county.

You may request a hearing on the cancellation of your registration by submitting a written request for such hearing. If you request a hearing, a notice will be mailed to you setting forth the date of the hearing. The hearing will be scheduled within ten (10) days after your request or on a later date if you so request.

If after the hearing, the voter registrar determines that your registration shall remain cancelled, you are entitled to appeal the adverse decision issued by the voter registrar by petitioning for review in district court not later than the 30th day after the adverse decision is issued.

If you should have any questions regarding this cancellation, please contact me at (940) 349-3200.

Frank Phillips
Signature of Voter Registrar

701, Kimberly Dr., Ste. A100, Denton, TX 76208
Address of Voter Registrar

AMERICAN OVERSIGHT

Exhibit A

Texas counties struggle to process voter registrations using state's new system

Natalia Contreras, The Texas Tribune

September 25, 2025

Sign up for The Brief, The Texas Tribune's daily newsletter that keeps readers up to speed on the most essential Texas news.

This coverage is made possible through Votebeat, a nonpartisan news organization covering local election administration and voting access. Sign up for Votebeat Texas' free newsletters here.

Darcy Hood mailed her voter registration application to the Tarrant County elections department in July, after she turned 18.

Months later, her application still hasn't been processed. And it's unclear when it will be.

With the Oct. 6 deadline to register to vote in November's constitutional amendment election approaching, tens of thousands of Texans are in the same situation, waiting in suspense for their applications to go through, a process that normally takes a few days or weeks.

In interviews, private conversations, and emails, county elections officials from across the state point the finger at the state's voter registration system, known as TEAM, which has long had functionality problems. They say that after the software was overhauled in July, the problems began proliferating: Voters' previous addresses override their new ones, their voting precincts don't populate correctly, and sometimes the registration information doesn't save at all.

"One day it works and we can get stuff done, and the next day it doesn't and nothing gets done," said Pam Hill, the elections administrator in San Patricio County. "That's the trend right now."

...

The executive board of the Texas Association of County Election Officials met on Sept. 2 with Christina Adkins, the state's elections division director, and Deputy Director Kristi Hart to discuss the problems. In an email sent afterward to association members and obtained by Votebeat, the board said it "unambiguously stated the level of frustration from our members" regarding the need for clear guidance and training, the absence of which "has placed unexpected burdens and stress on our members." The board said it would begin offering some training and peer support itself.

AMERICAN OVERSIGHT

Exhibit B

The Texas Secretary of State's Office said it anticipated some technical issues with this "once-in-a-decade upgrade." Adkins told election officials this month that many of the problems stem from county officials not knowing how to use the updated system.

But several county election officials said the system didn't work well during training sessions earlier this year, which limited opportunities for hands-on testing.

Meanwhile, the unprocessed registration applications keep piling up. Hood's application is one of around 13,000 that Tarrant County election officials say are pending state verification. Travis County says it has more than 12,000 applications that need to be processed, and Bexar County has more than 40,000. A Texas voter whose application was received on time but not processed by the time of the election can still cast a provisional ballot, but there's a risk those ballots won't be counted.

"I hate that our voters are going through this, and it's through no fault of their own," said Clinton Ludwig, the Tarrant County elections administrator. The voters are doing what they're supposed to do, and we're also trying to do what we're supposed to do."

Heather Hood, Darcy's mother, told Votebeat that for weeks she has called Tarrant County and state officials seeking answers about her daughter's application. An official with the Texas Secretary of State's Office told her last week "to be patient."

"It's so frustrating to be placated, and they're telling me to be patient when they are the ones who have put this system into place and it is not working correctly," Heather Hood told Votebeat in a phone interview.

State officials say they're responding to concerns

State officials have pushed back on some of the counties' complaints. "There is a difference between a county saying this doesn't work and a county saying, I don't know how to do this," Adkins, the state election director, said in a Sept. 17 video call with local election officials that was recorded by the state and shared with Votebeat. "We want to really make sure that we're drilling down on the things that are issues versus areas where you need more training."

In statements to Votebeat, the Texas Secretary of State's Office said that the rollout of the updated version of TEAM is a multi-stage process, and that the office has "planned accordingly."

AMERICAN OVERSIGHT

The task involves "migrating more than 20 million records and training more than 2,500 users," the office said. "Technical issues are to be expected with a rollout of this size, and that is why we chose this constitutional election cycle for this transition."

"We are working long hours to help our counties prepare for the November election and upgrade to a new version of TEAM that will ultimately result in more efficiently managed elections," the office said.

The state and the vendor that developed the system "continue to respond to issues and concerns," the office said.

The Secretary of State's Office has assigned 30 employees to work directly with counties to train them and answer technical questions about the new system, the agency said, three times as many as it had in the previous TEAM update.

"As we are in the middle of a once-in-a-decade upgrade of the state's voter registration system, our focus right now is on supporting counties in preparation for the upcoming election," the agency added. "Any verdict on the new system is far too premature at the moment."

Counties have long had issues with TEAM

TEAM — the Texas Election Administration Management system — has been around since the early 2000s, and earlier iterations prompted many complaints from election officials. The state improved the system over the years and launched a complete overhaul in July, but election officials say it is falling short of the promises that officials from the Texas Secretary of State's Office made to election officials and state lawmakers.

The system was developed by Louisiana-based vendor Civix. All but 15 of the state's 254 counties rely on TEAM to plan elections and maintain their voter rolls. Even counties that use software from one of two state-approved private vendors to manage their voter rolls are required by state law to sync their data with TEAM daily, and have to use TEAM to verify a voter's identity and their eligibility to cast a ballot.

Election officials across the state have been complaining for months about struggles with the latest TEAM iteration, and at least 10 county election officials interviewed by Votebeat said the issues are preventing them from completing essential tasks.

"Some of (the problems) get corrected, and then a few days later, they're not working again," said Hill, the San Patricio County elections administrator.

AMERICAN OVERSIGHT

She said her staff in the South Texas county, which has roughly 40,000 registered voters, hasn't been able to process about 600 voter registration applications initially submitted through the Texas Department of Public Safety. To do so, her staff must use the system to make sure the voters are not already registered somewhere else, plus double-check street addresses to ensure the voter gets the correct ballot, among other tasks.

The Texas Association of County Election Officials surveyed its members Sept. 2 and found that county officials struggled with the system, but noted that TEAM representatives were helpful and responsive. Around 114 of the association's 600-plus members responded to the survey.

"A substantial portion of users find the TEAM system's core functionalities, particularly Voter Registration and related sub-features, to be difficult or not functioning," says the survey summary, which Votebeat obtained through an open records request.

Chris McGinn, the association's executive director, declined to comment on how the state has responded to complaints about the system. But he said the association is continuing to work with the Secretary of State's Office and that the agency "has been very willing to listen to our concerns and address them as efficiently as they can."

At least two dozen messages from 15 county officials regarding concerns about TEAM were sent to an email list of county election officials between July and September, according to records obtained by Votebeat, though some of those officials say their issues were subsequently fixed.

"Would it help if everyone just logged off until they fix everything? Thoughts?" Harrison County elections administrator Donald Robinette wrote earlier this month.

Civix, the vendor that developed TEAM, declined to comment for this story. According to public records, its contract with the state is for $17 million. The Secretary of State's Office said it's paid by a mix of state funds and federal funds allocated under the 2002 Help America Vote Act, aimed at improving election administration.

Migrating to TEAM from private systems

While the state uses TEAM and counties must sync with it, the local offices can use a state-approved private vendor to maintain voter registration and conduct other vital tasks. But such contracts can be costly, creating an incentive for counties to use TEAM, which is free for them. Some counties switched to TEAM in the last year after becoming concerned about the viability of Votec, one of the two state-sanctioned vendors.

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"Our team is systematically addressing any issues as they arise in support of the 254 counties who are adjusting to the new system," the Texas Secretary of State's Office's statement said. "At the same time, we are attempting to onboard counties whose privately contracted vendor just went out of business, leaving them without a functioning voter registration system. This is an unprecedented situation."

...

The struggles county election officials are having with TEAM have deterred others from making the switch away from outside vendors.

Nueces County used Votec for voter registration until August and considered switching to TEAM. But after hearing from his counterparts around the state, Kevin Kieschnick, the county's tax assessor-collector and voter registrar, said the county decided instead to contract with the other state-approved vendor, VR Systems.

Kieschnick said he concluded that the county wouldn't be able to transfer large files of voter registration applications, voters' signatures, and geographical data of voters' addresses. "There were enough issues that I heard about from a bunch of other counties that made me think, 'Nope, we're not going to do that,'" he said.

The state's contract with Civix requires the Texas Secretary of State's Office to address any poor performance, and by law, it must report information about the vendor's performance to a state tracking system. The office did not respond directly to questions about whether it has reported any problems yet, but said it's working closely with Civix to resolve them.

Hill, the elections administrator from San Patricio County in South Texas, said she believes the state will fix the problems, but she expects it'll take time.

"Six months from now, I might tell you that TEAM is working great and we really like the new TEAM," Hill said. "I hope we get there."

Registering to vote in Texas

The deadline to register to vote in the Nov. 4 constitutional amendment election is Oct. 6.

Check your voter registration status at VoteTexas.gov or contact your local registrar.

If you've registered to vote but your name isn't on the voter rolls at the polling place, ask to cast a provisional ballot.

By law, election officials are required to investigate why your name doesn't appear in the system and will inform you after Election Day whether your provisional ballot was counted.

AMERICAN OVERSIGHT

If this happened to you, please contact us at community@votebeat.org.

Natalia Contreras covers election administration and voting access for Votebeat in partnership with the Texas Tribune. She is based in Corpus Christi. Contact Natalia at [redacted]

This article first appeared on The Texas Tribune.

AMERICAN OVERSIGHT

From: Christina Adkins
Sent: Wednesday, September 3, 2025 4:13 PM
To: Kristi Hart
Subject: FW: Latest Votec letter to counties

From: Natalia Contreras [redacted]>
Sent: Wednesday, September 3, 2025 3:55 PM
To: Alicia Pierce <APierce@sos.texas.gov>
Cc: Christina Adkins <CAdkins@sos.texas.gov>
Subject: Re: Latest Votec letter to counties

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Alicia, here are follow up questions per our conversation earlier. If I could get a response from you by EOD tomorrow that would be great. Thank you!

What has SOS done to make sure counties are in a position to pull off this election? Can you share on record whether the state keeps a snapshot of counties' voter registration data and whether SOS is encouraging counties to move on to TEAM if they so choose?

Also, I have been hearing for weeks that counties aren't able to process new voter registration applications and there's a huge backlog - when is that gonna be resolved? Votec counties that go online will need to process these new apps they're getting in TEAM directly.

Can you share the steps that voter registration software vendors go through in order to be approved to do business in Texas?

Is Votec still a state-approved vendor? Is it still a vendor that per SOS counties should use? Does SOS have any discretion or authority to take action given the problems it has caused for counties?

On Fri, Aug 29, 2025 at 12:39 PM Natalia Contreras [redacted]> wrote:

> Thanks, Alicia!
> It'd be helpful to have some specifics about how the state is responding to this. It's getting really close to November and voters need to know how the state and counties are handling this/and or doing about it. It seems serious, if it's set to affect the election in November, unless your office thinks otherwise, please let me know.
> Is SOS allowing counties to move over to TEAM? or sharing any other advice on this?
> If you're able to share more details by Tuesday (we're closed Monday) that would be helpful. Thank you!
>
> On Fri, Aug 29, 2025 at 10:25 AM Alicia Pierce <APierce@sos.texas.gov> wrote:
>
> > We remain in close contact with affected counties.

AMERICAN OVERSIGHT

From: Natalia Contreras <[redacted]
Sent: Wednesday, August 27, 2025 4:53 PM
To: Alicia Pierce <APierce@sos.texas.gov>; Adam Bitter <ABitter@sos.texas.gov>; Christina Adkins <CAdkins@sos.texas.gov>
Subject: Latest Votec letter to counties

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Hi, y'sll. I talked to Alicia about this briefly.
John Medcalf has sent another letter to his clients. I have attached it.
I wanted to know what your interpretation is of this and what steps your office is taking? How are you advising counties to handle this?
Also, has he communicated any of this to your office?
If you could share something by Friday afternoon that would be great. Thank you.

--
Natalia Contreras
Texas reporter | Votebeat.org
C: 361-695-1553
Twitter, Facebook: @NataliaECG
[redacted]

AMERICAN OVERSIGHT

[redacted]

From: Cole Wilson <Cole.Wilson@house.texas.gov>
Sent: Thursday, October 16, 2025 9:01 AM
To: Gabe Valenzuela <GValenzuela@sos.texas.gov>
Cc: Beauregard Hanley <BHanley@sos.texas.gov>
Subject: Re: Letter to Sec. Nelson Re: TEAM Software

Hello Gabe and Director Hanley,

Attached is a letter from Rep. Goodwin, co-signed by the Travis County House Delegation. While the Representative appreciates the work that your team and Secretary Nelson have done, and continue to do, in preparation for this November's election, this letter expresses Rep. Goodwin's concern about the rollout of the TEAM software and the potential impact it may have on the upcoming election.

Sincerely,
Cole

Cole Wilson
Chief of Staff
The Office of Representative Vikki Goodwin
O: (512) 463-0652

AMERICAN OVERSIGHT

C: (830) 203-1521
cole.wilson@house.texas.gov

From: Gabe Valenzuela <GValenzuela@sos.texas.gov>
Sent: Wednesday, October 15, 2025 12:33 PM
To: Cole Wilson <Cole.Wilson@house.texas.gov>
Cc: Beauregard Hanley <BHanley@sos.texas.gov>
Subject: RE: Letter to Sec. Nelson Re: TEAM Software

Hello Cole,

You can email the letter to myself and to Beau Hanley in our executive office. I'm CCing him in this email so that you'll have his email address. We will make sure it gets to the appropriate people.

In the meantime, please let me know if there's anything that I can assist you with.

Sincerely,

Gabe Valenzuela
Director of Government Relations
Office of the Texas Secretary of State

From: Cole Wilson <Cole.Wilson@house.texas.gov>
Sent: Wednesday, October 15, 2025 12:29 PM
To: Gabe Valenzuela <GValenzuela@sos.texas.gov>
Subject: Letter to Sec. Nelson Re: TEAM Software

Hello Gabe,

I'm reaching out regarding a formal letter from Rep. Goodwin, co-signed by the Travis County House Delegation, addressed to Secretary of State Nelson. The letter concerns the rollout of the TEAM software and its potential impact on the upcoming election.

We plan to send the letter tomorrow morning and would appreciate your advice on the most appropriate email address to send it to.

Thank you in advance for your time and assistance.

Best,
Cole

Cole Wilson
Chief of Staff
The Office of Representative Vikki Goodwin
-
O: (512) 463-0652
C: (830) 203-1521
cole.wilson@house.texas.gov

AMERICAN OVERSIGHT

VIKKI GOODWIN

STATE REPRESENTATIVE • DISTRICT 47

October 16, 2025

Texas Secretary of State
Elections Division
P.O. Box 12060
Austin, Texas 78711-2060

Dear Secretary Nelson,

I am writing to formally express grave concerns regarding the state's rollout of the new Texas Election Administration Management (TEAM) voter registration and elections management system.

It's come to my attention that, since the system's overhaul earlier this summer, counties across Texas have experienced widespread technical failures that are preventing the timely and accurate processing of voter registration applications and delaying preparations for the upcoming November election. Counties have reported problems such as voter addresses failing to update, precinct information not populating correctly, and in some cases, registration data not being saved at all. These failures have created backlogs of thousands of pending applications in multiple counties, including Tarrant, Travis, Bexar, and San Patricio.

These backlogs threaten to silence eligible voters. If registrations are not processed, voters may be forced to cast provisional ballots, which carry the risk of not being counted. In addition, the lack of timely reports and other background systems available may jeopardize the election rollout entirely. That risk jeopardizes both voter confidence and the integrity of the election itself.

This problem does not lie with the counties, which are working tirelessly within the limits of the tools provided. The responsibility rests with the Secretary of State's Office to ensure that the system functions as promised, that training on the TEAM software is accessible and thorough, and that voters are not denied their constitutional right to participate in their democracy.

Texans have done their part by submitting their applications on time. Counties are doing their part by working long hours to process them as quickly as the system allows. I strongly urge your office to take immediate action to ensure that every eligible voter is able to participate in this election without unnecessary barriers.

Sincerely,

Vikki Goodwin

State Representative Vikki Goodwin

AMERICAN OVERSIGHT

VIKKI GOODWIN

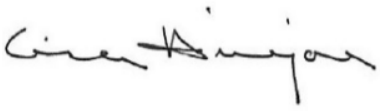
STATE REPRESENTATIVE • DISTRICT 47

Donna Howard

State Representative Donna Howard

Sheryl N Cole

State Representative Sheryl Cole



State Representative Gina Hinojosa



State Representative James Talarico



State Representative Lulu Flores

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From: Ryan Jimenez
Sent: Tuesday, September 30, 2025 8:57 AM
To: Elections-Attorneys
Subject: FW: Secretary Nelson in the News

Morning news clips.

From: Alicia Pierce <apierce@sos.texas.gov>
Sent: Tuesday, September 30, 2025 8:56 AM
To: Ryan Jimenez <RJimenez@sos.texas.gov>
Subject: Secretary Nelson in the News

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09/30/25

Secretary Nelson in the News

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KXAS-TV • September 29, 2025 • 1:53 PM

Want to vote Nov. 4? Deadline to register is Oct. 6. What you need to know

KZBZ-TV • September 29, 2025 • 5:25 PM

New voter registration system causing issues for Panhandle area counties

Texas Public Radio • September 29, 2025 • 6:19 PM

Computer glitches fixed, voters who register on time can vote Nov. 4

San Antonio Current • September 29, 2025 • 6:21 PM

Bexar County officials say up to 80% of voter registration backlog could be processed by week's end

Data Protection Report • September 30, 2025 • 7:00 AM

AMERICAN OVERSIGHT

Text messages and the new Texas registration requirement

On September 1, 2025, Texas amended its telephone solicitation law to include text messages and to add several new requirements, including a registration

YouTube • September 30, 2025 • 8:19 AM

KENS 5: Your San Antonio News Source

Welcome to the official YouTube channel of San Antonio's Own KENS 5. Follow @KENS5 on your favorite social media channels. Download KENS 5+ on your TV to stream live newscast and watch special local programs for free! Email your photos, videos and news tips to news@kens5.com or text them to 210-366-0020.

WOAI • September 30, 2025 • 8:20 AM

Temp workers hired to reduce Bexar Co. voter registration backlog

On November 4th Bexar County voters will decide on public money for a new Spurs arena, along with other big issues.The News 4 I-Team uncovered earlier this mont

General News

Houston Public Radio • September 29, 2025 • 8:23 AM

Federal court to hear case challenging Texas' new congressional map ahead of midterm elections – Houston Public Media

The Houston Chronicle • September 29, 2025 • 11:31 AM

Conroe calls Nov. 4 special election to amend charter to change form of government, control spending

KEYE-TV (CBS Austin) • September 29, 2025 • 6:08 PM

National Redistricting Foundation prepares to challenge new congressional map in court

The Texas Tribune • September 29, 2025 • 5:00 AM

Can Texas use its new congressional map for 2026? A trio of judges will decide.

San Antonio Express-News • September 29, 2025 • 12:11 PM

Texas GOP plan to censure House members threatens legislative integrity

KWED-AM • September 29, 2025 • 7:02 PM

Guadalupe County Elections Office cuts ribbon on new facility ahead of November vote

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Votebeat • September 29, 2025 • 8:54 AM

How the feud at Vote.org complicates pro-democracy work

KERA News • September 30, 2025 • 8:26 AM

Dallas County GOP could revert to hand-counted ballots for primary election

The Dallas County Republican Party has voted to hand-count ballots in the March primary. That's one of the new election administrator's priorities.

KWED-AM • September 29, 2025 • 7:01 PM

Colleagues, county leaders applaud new Guadalupe County Elections Office

Reuters • September 29, 2025 • 8:24 PM

Trump sets 10% tariff on lumber imports, 25% on cabinets and furniture

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From: Ryan Jimenez
Sent: Tuesday, October 21, 2025 8:20 AM
To: Elections-Attorneys
Subject: FW: Secretary Nelson in the News

Morning news clips.

From: Alicia Pierce <apierce@sos.texas.gov>
Sent: Tuesday, October 21, 2025 8:19 AM
To: Ryan Jimenez <RJimenez@sos.texas.gov>
Subject: Secretary Nelson in the News

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Secretary Nelson in the News

Secretary Nelson

Fox News Channel • October 21, 2025 • 2:05 AM

Texas finds thousands of illegal immigrants registered to vote on state voter rolls

KXAN-TV • October 20, 2025 • 9:23 PM

Texas says database found more than 2,000 possible noncitizens on voter rolls

Newsweek • October 21, 2025 • 6:25 AM

Thousands of Potential Noncitizens Found On Texas Voter Rolls

BizPac Review • October 21, 2025 • 7:52 AM

Texas flags close to 3k illegal immigrants registered on state voter rolls

Texas' SOS announced that nearly 3,000 potential noncitizens were flagged after a comparison of voter rolls to the federal database.

Internewscast Journal • October 21, 2025 • 7:23 AM

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Texas Identifies 2,000 Potential Noncitizens on Voter Registration Lists

The **Texas Secretary of State**, Jane Nelson, announced that her office has conducted an extensive review of the state's voter registration

Total News Agency • October 21, 2025 • 2:15 AM

Texas discovers 2,700 undocumented immigrants listed on voter rolls in state examination

On Monday, **Texas Secretary of State** Jane Nelson revealed that an investigation into the state's election system discovered thousands of

Texas Border Business • October 20, 2025 • 11:36 AM

More Early Voting Information from Secretary Nelson

El Paso Herald Post • October 03, 2025 • 7:00 PM

Texas Secretary of State Says She Found 165 Noncitizens Registered To Vote In El Paso - El Paso Herald Post

Stay informed with the El Paso Herald Post — your trusted source for breaking news, community stories, and in-depth coverage of El Paso, Texas.

Bahia Verdade • October 21, 2025 • 2:50 AM

Texas encontra milhares de imigrantes ilegais registrados para votar nos cadernos eleitorais estaduais - Bahia Verdade

NOVOAgora você pode ouvir os artigos da Fox Information! Uma revisão eleitoral do Texas identificou milhares de imigrantes ilegais nos cadernos eleitorais do estado, disse a secretária de Estado do Texas, Jane Nelson, na segunda-feira. Nelson disse que uma verificação cruzada dos registos eleitorais estaduais descobriu que mais de 2.700 possíveis imigrantes ilegais estavam registados […]

Agency

Houston Public Media • October 20, 2025 • 3:01 PM

Harris County resolves voter registration backlog issues as early voting begins | Houston Public Media

Other counties in Texas, including Travis County, also have experienced problems related to an update of the Texas Election Administration Management (TEAM) system.

News Radio 1200 WOAI • October 21, 2025 • 7:36 AM

Early Voting Starts Today Across Texas | News Radio 1200 WOAI

Early Voting runs Monday, October 20 through Friday, October 31

KERA News • October 20, 2025 • 10:22 AM

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Election officials ask Texas to halt rollout of updated voter registration system

KVUE-TV • October 20, 2025 • 1:14 PM

Halloween falls during early voting this year. Can you vote in costume?

KURV-AM • October 21, 2025 • 7:33 AM

Election Officials Ask TX To Stop Rollout Of Updated Voter Registration System

General News

Houston Press • October 20, 2025 • 1:02 PM

Harris County Clerk Says It's All Systems Go - Houston Press

Harris County Clerk Teneshia Hudspeth is undeterred by criticism of elections in years past, saying on Monday, the first day of early voting, that her On the first day of early voting, Harris County Clerk Teneshia Hudspeth says she's ready for November 4 election.

WOAI-TV • October 20, 2025 • 7:48 AM

Paxton leads coalition urging EAC to require citizenship proof for voter registration

KENS-TV • October 20, 2025 • 3:19 PM

Early voting has begun, but there are certain clothes you can't wear

The Texas Tribune • October 20, 2025 • 5:00 AM

Houston Democrats try to ease confusion in special election

Voters in the heavily Democratic district have expressed confusion about who can vote — after the boundaries were upended by a GOP gerrymander — and what November's special election is for.

Votebeat • October 21, 2025 • 6:00 AM

Wisconsin officials appeal judge's order on checking voters' citizenship

texasscorecard • October 20, 2025 • 11:13 AM

Paxton Leads Coalition Backing Rule To Require Proof of Citizenship for Voter Registration

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From: Diana Klinger via monday.com <notifications@monday.com>
Sent: Monday, December 8, 2025 8:41 AM
To: Lillian Eder
Subject: [New mention] SERVER ERROR MESSAGE-ELLIS COUNTY - County Name: Ellis Date: 12/4/2025 User: Brandy Bucks – EA + ENR (Deputy) [redacted]

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Diana Klinger mentioned you in an update on
SERVER ERROR MESSAGE-ELLIS COUNTY

TX-Elections (New) Emailed pulses

08 Dec 08:41
County Name: Ellis
Date: 12/4/2025
User: Brandy Bucks – EA + ENR (Deputy)
Address Bar: Text
Navigation Steps: Text
VUID(s) if any: Text
[redacted]

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TX-SOS-25-2603-D-000036

[redacted]

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From: Julia Montes via monday.com <notifications@monday.com>
Sent: Wednesday, September 17, 2025 11:56 AM
To: Lillian Eder
Subject: [New mention] SM: Garza – County cannot generate ballot styles report; errors out - @Rina Pilli @Chetana Karanam @Lillian Eder @Kristi Hart @Tim Endruschat County: Garza [redacted]

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Report Suspicious

Julia Montes mentioned you in an update on
SM: Garza – County cannot generate ballot styles report; errors out

TX-Elections (New) Emailed pulses

17 Sep 11:55

@Rina Pilli @Chetana Karanam @Lillian Eder @Kristi Hart @Tim Endruschat

County: Garza

Navigation Steps: [redacted]

Address Bar: [redacted]

Browser & Server: [redacted]

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[redacted]

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From: Julia Montes via monday.com <notifications@monday.com>
Sent: Friday, October 3, 2025 2:40 PM
To: Lillian Eder
Subject: [New mention] Val Verde - DPS App Not able to add Address - @Tim Endruschat @Geoff Sproat @Lillian Eder @Kristi Hart County: Val Verde County User: Gabby and Val Verde VR users [redacted]

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Julia Montes mentioned you in an update on **Val Verde - DPS App Not able to add Address**

TX-Elections (New) Emailed pulses

03 Oct 14:39

@Tim Endruschat @Geoff Sproat @Lillian Eder @Kristi Hart

County: Val Verde

County User: Gabby and Val Verde VR users

Address Bar: [redacted]

Navigation Steps: [redacted]

VUID(s) if any: [redacted]

Issue: When Gabby tries to look up the voter's address, she gets the error message below and then continues spinning until she

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gets out of TEAM and goes back in. [redacted]

[redacted]

[redacted]

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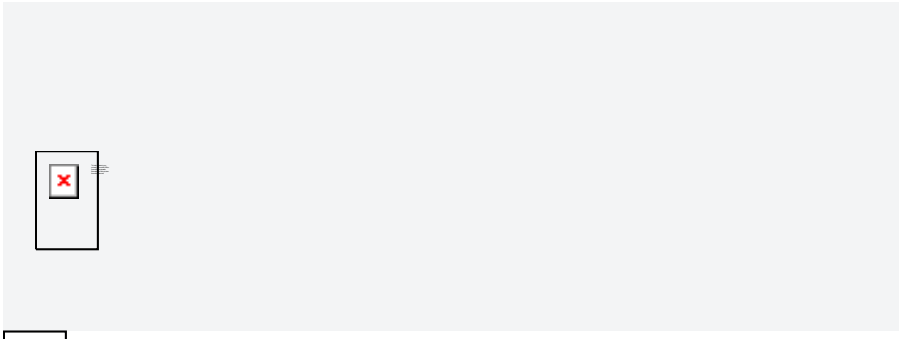
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From: Lillian Eder via monday.com <notifications@monday.com>
Sent: Monday, July 28, 2025 11:54 AM
To: Julia Montes
Subject: [New mention] Victoria - VR Card Date Error (DPS) - @Julia Montes @Rina Pilli @Tim Endruschat [redacted]

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Lillian Eder mentioned you in an update on
Victoria - VR Card Date Error (DPS)

TX-Elections (New) Ready for Deployment/ Customer Review

28 Jul 11:53

@Julia Montes @Rina Pilli @Tim Endruschat [redacted]

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From: Diana Klinger via monday.com <notifications@monday.com>
Sent: Sunday, December 7, 2025 11:44 AM
To: Lillian Eder
Subject: [New mention] VOTER IMPORT ERROS-DENTON COUNTY - County Name: Denton Date: 12/5/2025 User: Brandy Grimes – EA Senior Address Bar: Text Navigation Steps: Text VUID(s) if any: Text Issue: Per County - Below is what I sent to my vendor who said that I wo...

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Diana Klinger mentioned you in an update on **VOTER IMPORT ERROS-DENTON COUNTY**

TX-Elections (New) Emailed pulses

07 Dec 11:43

County Name: Denton
Date: 12/5/2025
User: Brandy Grimes – EA Senior
Address Bar: Text
Navigation Steps: Text
VUID(s) if any: Text
Issue: Per County - Below is what I sent to my vendor who said that I would have to ask TEAM why we are getting these errors. I added notes on each one about the situation. This is from file

AMERICAN OVERSIGHT

[redacted] eceived on 11-21-25. This is just one file's examples. I have many since then.[redacted]

@Tim Endruschat @Geoff Sproat @Sean Fahey @Chetana Karanam @Lillian Eder @Julia Montes

[redacted]

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[redacted]

From: Neaves, Alicia <[redacted]
Sent: Wednesday, September 17, 2025 3:53 PM
To: Alicia Pierce <APierce@sos.texas.gov>
Subject: INFORMATION REQUEST - CBS SAN ANTONIO

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Good afternoon,

I'm a reporter with KENS 5, seeking information for a report tonight regarding a backlog of voter registrations in Bexar County.

Should Bexar County decide to use the state's TEAM system for election voter registration, does the Secretary of State's office believe TEAM can handle the big jump in numbers? Anything further we can learn about new upgrades to the system?

Thank you in advance! Please feel free to call/text any time 210-376-7412.

Sincerely,

Alicia Neaves

AMERICAN OVERSIGHT

AMERICAN
OVERSIGHT

[redacted]

On Fri, Aug 29, 2025 at 12:39 PM Natalia Contreras <[redacted]> wrote:

> Thanks, Alicia!
> It'd be helpful to have some specifics about how the state is responding to this. It's getting really close to November and voters need to know how the state and counties are handling this/and or doing about it. It seems serious, if it's set to affect the election in November, unless your office thinks otherwise, please let me know.
> Is SOS allowing counties to move over to TEAM? or sharing any other advice on this?

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If you're able to share more details by Tuesday (we're closed Monday) that would be helpful. Thank you!

On Fri, Aug 29, 2025 at 10:25 AM Alicia Pierce <APierce@sos.texas.gov> wrote:

> We remain in close contact with affected counties.
>
> ---
>
> **From:** Natalia Contreras [redacted]
> **Sent:** Wednesday, August 27, 2025 4:53 PM
> **To:** Alicia Pierce <APierce@sos.texas.gov>; Adam Bitter <ABitter@sos.texas.gov>; Christina Adkins <CAdkins@sos.texas.gov>
> **Subject:** Latest Votec letter to counties
>
> **This Message Is From an External Sender**
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>
> Report Suspicious
>
> Hi, y'sll. I talked to Alicia about this briefly.
> John Medcalf has sent another letter to his clients. I have attached it.
> I wanted to know what your interpretation is of this and what steps your office is taking? How are you advising counties to handle this?
> Also, has he communicated any of this to your office?
> If you could share something by Friday afternoon that would be great. Thank you.
>
> --
> Natalia Contreras
> **Texas reporter | Votebeat.org**
> **C:** 361-695-1553
> **Twitter, Facebook:** @NataliaECG
> [redacted]

AMERICAN OVERSIGHT

From: Cristina Chapa
Sent: Monday, October 6, 2025 3:03 PM
To: Troy C. Havard
Cc: Lillian Eder; Kristi Hart
Subject: RE: (Not) Good morning - can't sign in again - **URGENT**

Hey Troy,

The last email I had from you this morning was that you were going to attempt to log in through Internet Explorer and Chrome.

I am assuming that still didn't allow you to proceed to the TEAM site.

For now, I'll submit a new ticket. In the meanwhile do you want me to reset your password?

Respectfully,

Cristina Chapa
TEAM Team Trainer
Office of the Secretary of State
512-475-2838 Direct Line
800-252-VOTE (8683) Main Phone line
www.sos.state.tx.us/elections/index.shtml

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Sent: Monday, October 6, 2025 2:37 PM
To: Cristina Chapa <CChapa@sos.texas.gov>
Cc: Lillian Eder <LEder@sos.texas.gov>; Kristi Hart <KHart@sos.texas.gov>
Subject: RE: (Not) Good morning - can't sign in again - **URGENT**
Importance: High

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Report Suspicious

Good afternoon,

AMERICAN OVERSIGHT

Any update on my login?

Have a blessed day!

Troy Havard
Assistant Elections Administrator, CERA
Tarrant County
CWO4 (ret) USMC
Office: 817-831-6463
Business Cell: 682-305-4568

"Direction, not intention, determines destination" – Andy Stanley

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Additionally, if it was the browser or the county's network blocking, it wouldn't allow me to load the login page at all.

Again, I also have the Okta site open and logged in (not sure if that matters or not) so my password is good.

Have a blessed day!

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Cristina,

Chrome won't even give me a login screen. I consistently (even after clearing cache, cookies, et al) get the [redacted]
Could not load [redacted]…. error message.

Have a blessed day!

Troy Havard
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AMERICA OVERSIGHT

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Cristina,

I typically only use Firefox. I can try Chrome but past experience tells me that won't work either.

As for the browser blocking it, that would be a consistent error and not start working just because I changed my password. The browser wouldn't know that I changed my password.

I'll try Chrome and IE again.

Have a blessed day!

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Importance: High

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Report Suspicious

For the record, I CAN log into the Okta site with no problem – it's just TEAM.

Have a blessed day!

Troy Havard
Assistant Elections Administrator, CERA
Tarrant County
CWO4 (ret) USMC
Office: 817-831-6463
Business Cell: 682-305-4568

"Direction, not intention, determines destination" – Andy Stanley

I would rather live my life as if there is a God and die to find out there isn't,
Than to live my life as if there isn't a God and die to find out there IS

From: Troy C. Havard
Sent: Monday, October 6, 2025 7:22 AM
To: Cristina Chapa <cchapa@sos.texas.gov>
Cc: Lillian Eder <leder@sos.texas.gov>; Kristi Hart <khart@sos.texas.gov>
Subject: (Not) Good morning - can't sign in again - **URGENT**
Importance: High

AMERICAN OVERSIGHT

Good morning, ladies.

I can't sign into TEAM again. I'm now firmly convinced that someone down there has it in for me! I'm getting the same "Unable to sign in" error as before.

Have a blessed day!

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AMERICAN OVERSIGHT

From: Troy C. Havard <TCHavard@tarrantcountytx.gov>
Sent: Monday, October 6, 2025 3:04 PM
To: Cristina Chapa
Cc: Lillian Eder; Kristi Hart
Subject: RE: (Not) Good morning - can't sign in again - **URGENT**

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Report Suspicious

You are correct, ma'am.

Apologies, I thought I notified you of that.

Have a blessed day!

Troy Havard
Assistant Elections Administrator, CERA
Tarrant County
CWO4 (ret) USMC
Office: 817-831-6463
Business Cell: 682-305-4568

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From: Cristina Chapa <CChapa@sos.texas.gov>
Sent: Monday, October 6, 2025 3:03 PM
To: Troy C. Havard <TCHavard@tarrantcountytx.gov>
Cc: Lillian Eder <LEder@sos.texas.gov>; Kristi Hart <KHart@sos.texas.gov>
Subject: RE: (Not) Good morning - can't sign in again - **URGENT**

EXTERNAL EMAIL ALERT! Think Before You Click!

OVERSIGHT

Hey Troy,

The last email I had from you this morning was that you were going to attempt to log in through Internet Explorer and Chrome.

I am assuming that still didn't allow you to proceed to the TEAM site.

For now, I'll submit a new ticket. In the meanwhile do you want me to reset your password?

Respectfully,

Cristina Chapa
TEAM Team Trainer
Office of the Secretary of State
512-475-2838 Direct Line
800-252-VOTE (8683) Main Phone line
www.sos.state.tx.us/elections/index.shtml

The information contained in this email is intended to provide advice and assistance in election matters per §31.004 of the Texas Election Code. It is not intended to serve as legal advice for any matter. Please review the law yourself, and consult with an attorney when your legal rights are involved.

VOTETEXAS.GOV
POWERED BY THE TEXAS SECRETARY OF STATE

From: Troy C. Havard <TCHavard@tarrantcountytx.gov>
Sent: Monday, October 6, 2025 2:37 PM
To: Cristina Chapa <CChapa@sos.texas.gov>
Cc: Lillian Eder <LEder@sos.texas.gov>; Kristi Hart <KHart@sos.texas.gov>
Subject: RE: (Not) Good morning - can't sign in again - **URGENT**
Importance: High

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Report Suspicious

Good afternoon,

Any update on my login?

Have a blessed day!

AMERICAN OVERSIGHT

Troy Havard
Assistant Elections Administrator, CERA
Tarrant County
CWO4 (ret) USMC



Office: 817-831-6463
Business Cell: 682-305-4568

"Direction, not intention, determines destination" – Andy Stanley

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Than to live my life as if there isn't a God and die to find out there IS

From: Cristina Chapa <CChapa@sos.texas.gov>
Sent: Monday, October 6, 2025 8:27 AM
To: Troy C. Havard <TCHavard@tarrantcountytx.gov>
Cc: Lillian Eder <LEder@sos.texas.gov>; Kristi Hart <KHart@sos.texas.gov>
Subject: RE: (Not) Good morning - can't sign in again - **URGENT**

EXTERNAL EMAIL ALERT! Think Before You Click!

Good morning Troy,

Sorry to hear. I know I have been resetting your password and that does the trick. I understand that's not the best thing in the long run. Can you try logging into TEAM through FireFox or even Internet Explore? Let me know if you still get the same message.

I also wonder if your browser could be blocking the TEAM site. I suggest your IT can assist in checking that out.

Respectfully,

Cristina Chapa
TEAM Team Trainer
Office of the Secretary of State
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VOTETEXAS.GOV
AMI OVERSIGHT

From: Troy C. Havard <TCHavard@tarrantcountytx.gov>
Sent: Monday, October 6, 2025 7:57 AM
To: Cristina Chapa <CChapa@sos.texas.gov>
Cc: Lillian Eder <LEder@sos.texas.gov>; Kristi Hart <KHart@sos.texas.gov>
Subject: RE: (Not) Good morning - can't sign in again - **URGENT**
Importance: High

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Report Suspicious

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From: Troy C. Havard
Sent: Monday, October 6, 2025 7:22 AM
To: Cristina Chapa <cchapa@sos.texas.gov>
Cc: Lillian Eder <leder@sos.texas.gov>; Kristi Hart <khart@sos.texas.gov>
Subject: (Not) Good morning - can't sign in again - **URGENT**
Importance: High

Good morning, ladies.

AMERICAN OVERSIGHT

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AMERICAN OVERSIGHT

[redacted]

From: Neaves, Alicia <[redacted]
Sent: Wednesday, September 17, 2025 3:53 PM
To: Alicia Pierce <APierce@sos.texas.gov>
Subject: INFORMATION REQUEST - CBS SAN ANTONIO

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Report Suspicious

Good afternoon,

I'm a reporter with KENS 5, seeking information for a report tonight regarding a backlog of voter registrations in Bexar County.

Should Bexar County decide to use the state's TEAM system for election voter registration, does the Secretary of State's office believe TEAM can handle the big jump in numbers? Anything further we can learn about new upgrades to the system?

Thank you in advance! Please feel free to call/text any time 210-376-7412.

Sincerely,

AMERICAN OVERSIGHT

Alicia Neaves

AMERICAN OVERSIGHT

[redacted]

From: Cora Neas <[redacted]
Sent: Thursday, October 16, 2025 10:18 AM
To: Alicia Pierce <APierce@sos.texas.gov>
Subject: KXAN Request: Travis County voter issues

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AMERICAN OVERSIGHT

Report Suspicious

Good morning,

Does the Secretary of State wish to comment on a letter from Travis County state representatives that was delivered to him this morning?
It asked for his help with getting Travis County's elections system fixed in time for Election Day. It's also attached!

Please let me know if you have any questions! Thanks,

Cora Neas
Digital Reporter
KXAN|KNVA|KBVO|KXAN.com
KXAN In-Depth. Investigative.



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AMERICAN OVERSIGHT

VIKKI GOODWIN

STATE REPRESENTATIVE • DISTRICT 47

October 16, 2025

Texas Secretary of State
Elections Division
P.O. Box 12060
Austin, Texas 78711-2060

Dear Secretary Nelson,

I am writing to formally express grave concerns regarding the state's rollout of the new Texas Election Administration Management (TEAM) voter registration and elections management system.

It's come to my attention that, since the system's overhaul earlier this summer, counties across Texas have experienced widespread technical failures that are preventing the timely and accurate processing of voter registration applications and delaying preparations for the upcoming November election. Counties have reported problems such as voter addresses failing to update, precinct information not populating correctly, and in some cases, registration data not being saved at all. These failures have created backlogs of thousands of pending applications in multiple counties, including Tarrant, Travis, Bexar, and San Patricio.

These backlogs threaten to silence eligible voters. If registrations are not processed, voters may be forced to cast provisional ballots, which carry the risk of not being counted. In addition, the lack of timely reports and other background systems available may jeopardize the election rollout entirely. That risk jeopardizes both voter confidence and the integrity of the election itself.

This problem does not lie with the counties, which are working tirelessly within the limits of the tools provided. The responsibility rests with the Secretary of State's Office to ensure that the system functions as promised, that training on the TEAM software is accessible and thorough, and that voters are not denied their constitutional right to participate in their democracy.

Texans have done their part by submitting their applications on time. Counties are doing their part by working long hours to process them as quickly as the system allows. I strongly urge your office to take immediate action to ensure that every eligible voter is able to participate in this election without unnecessary barriers.

Sincerely,

Vikki Goodwin

State Representative Vikki Goodwin

AMERICAN OVERSIGHT

VIKKI GOODWIN

STATE REPRESENTATIVE • DISTRICT 47

State Representative Donna Howard

State Representative Sheryl Cole

State Representative Gina Hinojosa

State Representative James Talarico

State Representative Lulu Flores

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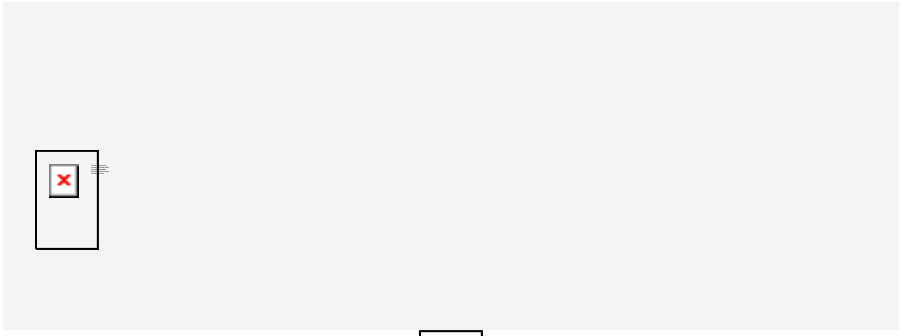

AMERICAN
OVERSIGHT

From: Julia Montes via monday.com <notifications@monday.com>
Sent: Wednesday, July 30, 2025 7:08 PM
To: Lillian Eder
Subject: [New reply] Re: Victoria - VR Card Date Error (DPS) - can teh county try again?@Julia Montes

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Julia Montes replied to **Victoria - VR Card Date Error (DPS)**

TX-Elections (New) Ready for Deployment/ Customer Review

Team member reached out this morning but county out all day for training. Will have someone follow-up tomorrow.

30 Jul 19:08

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AMERICAN OVERSIGHT

Full Conversation

Lillian Eder

can teh county try again?@Julia Montes

Recent replies

Julia Montes
Team member reached out this morning but county out all day for training. Will have someone follow-up tomorrow.

30 Jul 19:08

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AMERICAN OVERSIGHT

From: Lillian Eder via monday.com <notifications@monday.com>
Sent: Friday, August 22, 2025 4:34 PM
To: Julia Montes
Subject: [New update] NOE Error Message - Williamson - Team rep will check with county.

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Lillian Eder wrote an update on **NOE Error Message - Williamson**

TX-Elections (New) Logged Items

22 Aug 16:34

Team rep will check with county.

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